

Broker & Employer Service Team Reference Guide

Massachusetts Small Group

Service Team Phone Number: 800-637-4751

New Business Strategy

- Plan strategy for prospective customers and product education

Assigned by Brokerage Firm

Morgan Dickens: 781-612-4130 | Amy Teahan: 781-612-2110 | Julie Dell: 781-612-3389

Renewal Strategy

- Consultation on renewal strategy

Assigned by Brokerage Firm

Erin Galvin: 781-612-2859 | Kimberly Quinn: 781-612-3580

Implementation, Quoting & Service	Harvard Pilgrim Health Care Products	Tufts Health Plan Products
Broker Relations Support	Email: Broker_Relations@point32health.org Call: Select Option 1, then Option 3	Email: THPBrokerforms@point32health.org Call: Select Option 2, then Option 4
New Business Quotes	Email: HPNewBusinessSales@point32health.org Call: Select Option 1, then Option 2	Email: THPSmall_Group_Quotes@point32health.org Call: Select Option 2, then Option 6
New Business Installations <ul style="list-style-type: none"> • New case documentation including enrollment forms 		Email: THPNewBusinessSold@point32health.org Call: Select Option 2, then Option 5
Renewal Support	Email: HPSmallGroupRenewals@point32health.org Call: Select Option 1, then Option 2	
Ongoing service for in-force cases <ul style="list-style-type: none"> • Enrollment forms & eligibility • Account maintenance • Billing, premium, and ASO fee invoices • Claims 	Email: MyServiceTeam@point32health.org Call: Select Option 1, then Option 1	Email: THPSG_Client_Services@point32health.org Call: Select Option 2, then Option 3